

# Improving Healthcare Team Recognition by Patients

**Group Members:** Abhijit Marathe, MD; Tin Pham, DO; Semeon Tadesse , MD;  
Franca Samoilovich, MD; Manuel Egued, MD

**Group Mentors:** Joshua Shultz, MD; Ashwini Komarla, MD; Olga Karasik, MD

**Project Site:** HCA FL Osceola Hospital

**May 26, 2022**

# Background/Purpose

- **Background:** Patients in teaching hospitals may be confused regarding the healthcare professionals involved in their care and their respective roles.
- **Causes:** Multiple physicians, residents failing to introduce themselves, limited time, language barriers, PPE
- **Goal:** To determine whether patients can name or describe members of the primary inpatient team and their roles, presuming that it would lead to improved patient experience

# Initial data collected - October 2020

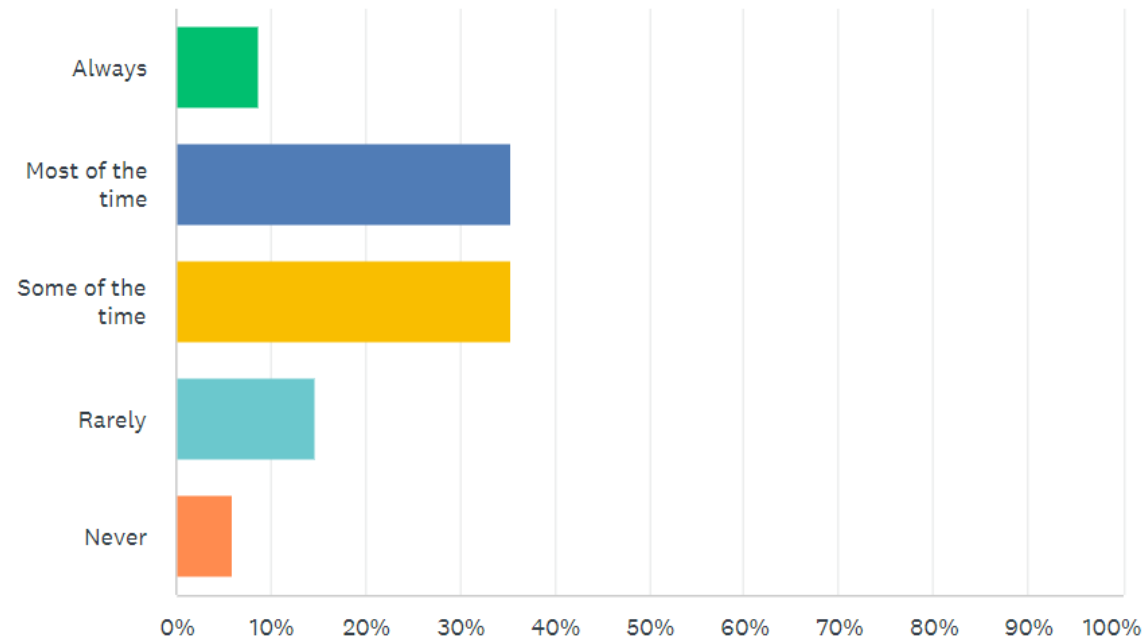
We did a small survey of 22 patients...

- Correct Attending Name: 27%
- Accurate Attending Description: 32%
- Correct Resident Name: 0%
- Accurate Resident Description: 0%
- Correct Intern Name: 0%
- Accurate Intern Description: 5%

# Survey of Residents 11/2021

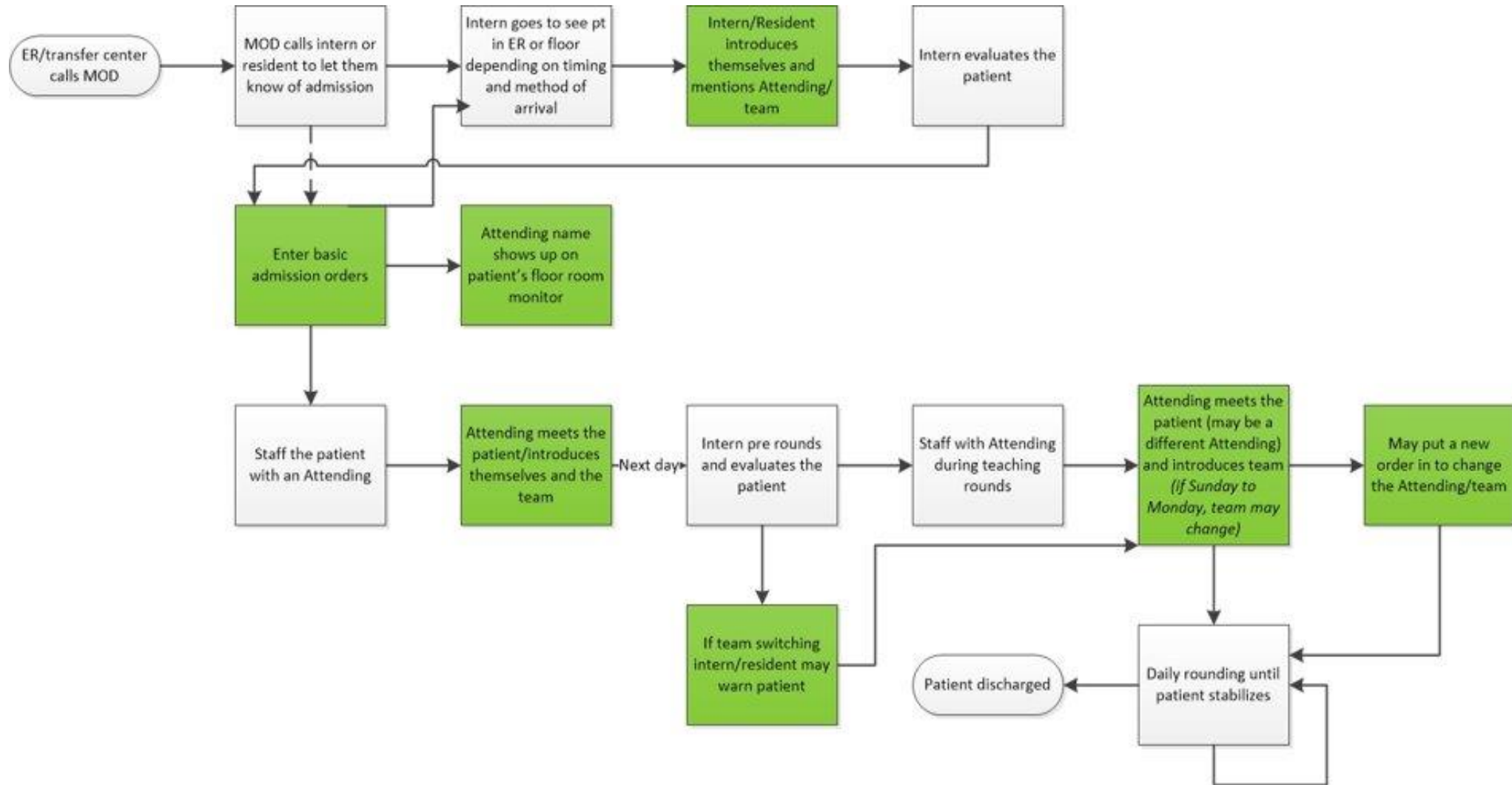
How often do you yourself attempt to explain team structure/dynamics to your patient?

Answered: 34 Skipped: 0



*This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.*

# Process Map

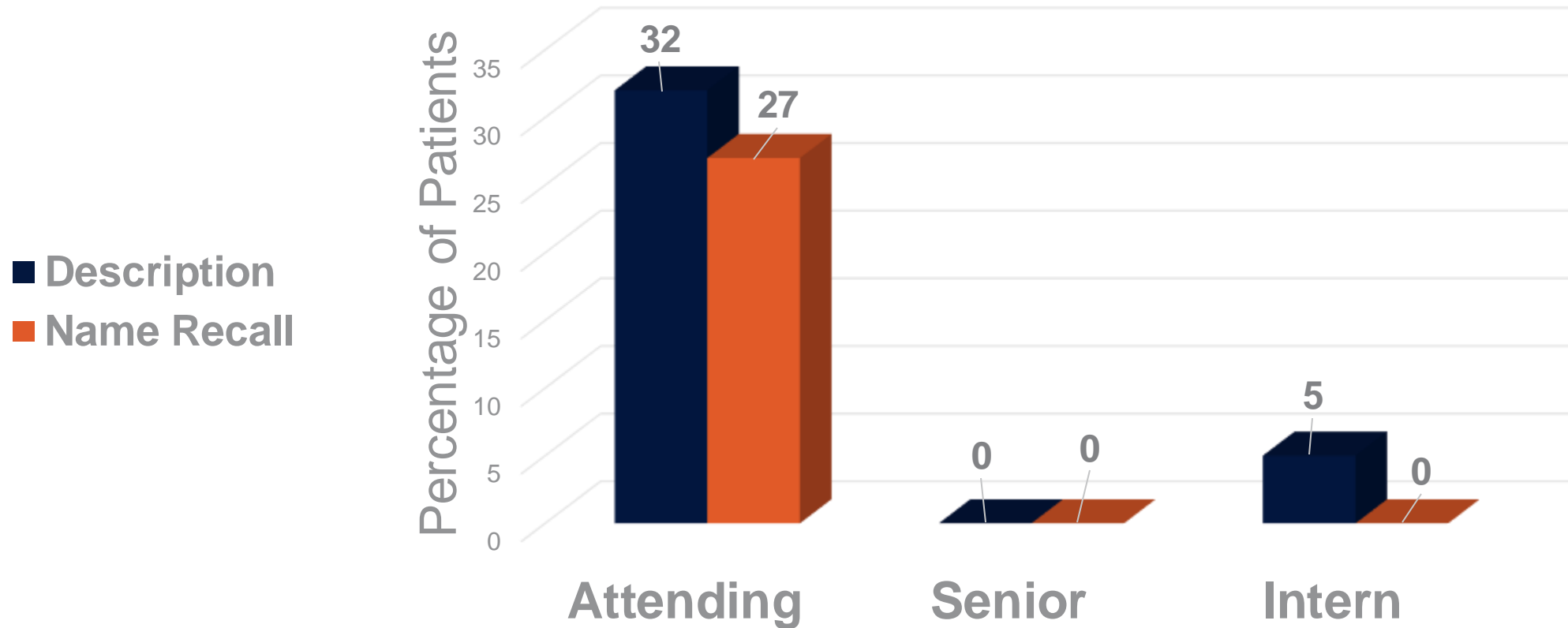


*This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.*

# Data Collection Plan

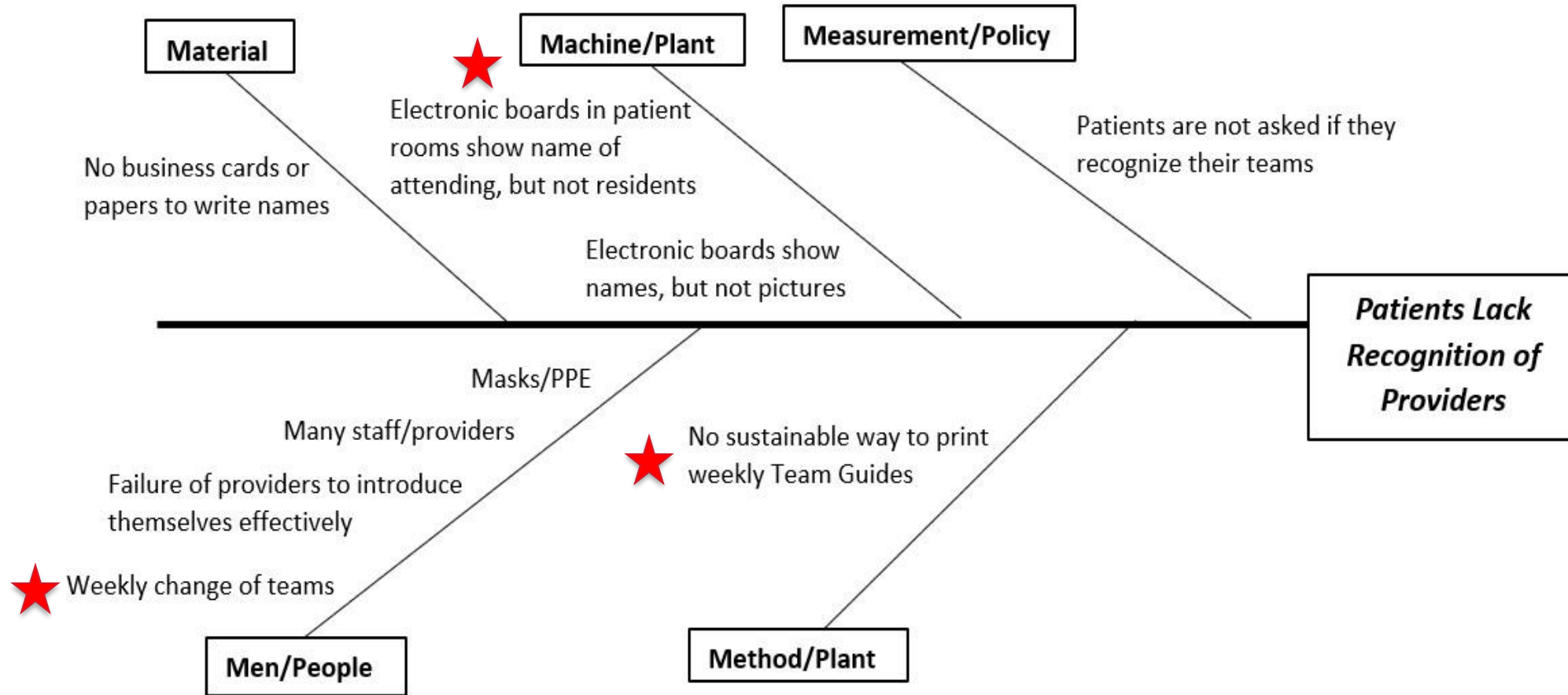
- Patients were surveyed on **day 3 or 4 of admission**, ensuring that they had enough time to interact with a consistent team.
- **Inclusion criteria:** Patient comfortable understanding English, with intact mental capacity throughout admission
- **Exclusion criteria:** Patients who were under any isolation precautions or admitted to the ICU
- We developed a Team Guide and surveyed patients before and after its implementation

# Pre-Intervention Data



*This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.*

# Root Cause Analysis



*This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.*



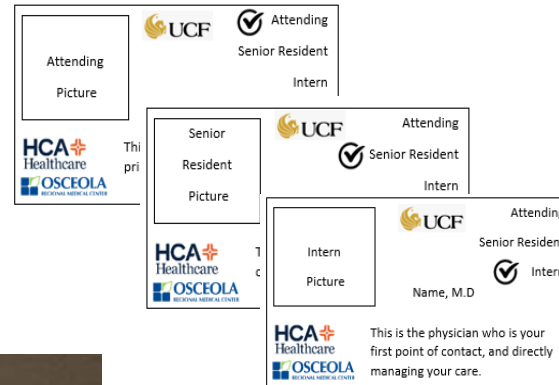
# Tests of Change

Round	Problem	Countermeasure and Plan	Completed
1	Inconsistency with distribution of team guides	Announced Team Guide implementation during morning report	Oct 2021
2	Difficult to create team guides with both names and pictures	Printed Team Guides with names	Dec 2021
3	Lack of reliable distribution of team guides to patients	Implemented team guide and collection with one individual team with frequent daily reminders	Jan 2022
4	Excessively stringent inclusion criteria	Reduced the wait time between distribution and collection of surveys from 48-72 hrs to 24-48 hrs	Apr 2022

*This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.*

# Interventions

## 1. Business cards



## 3. Electronic display



This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.

## 2. Team guide

### UNIVERSITY OF CENTRAL FLORIDA OSCEOLA REGIONAL MEDICAL CENTER TEAM GUIDE

Osceola Regional Medical Center is a teaching hospital, meaning you will be seen by a team of residents. Residents are physicians who have finished medical school and are undergoing training in a specific specialty. The team structure is as follows

#### Attending Physician

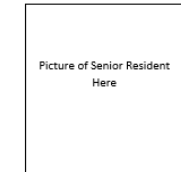
This physician supervises the team and is ultimately responsible for your care. They will see you typically with the entire team.



Dr. Firstname Lastname

#### Senior Resident

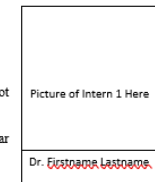
This physician oversees both your care and the interns. They will see you either together with the intern or separately, discuss the plan of care with the intern, and follow up with them throughout the day. The senior resident is in their second or third year of residency training.



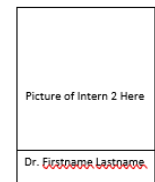
Dr. Firstname Lastname

#### Intern

This physician is directly responsible for your care and will be one of the first, if not the first, person to see you each morning. They will be the first point of contact for your care. The interns are in their first year of residency training.



Dr. Firstname Lastname



Dr. Firstname Lastname

# References

1. Makaryus AN, Friedman EA. Does your patient know your name? An approach to enhancing patients' awareness of their caretaker's name. *J Healthc Qual* 2005;27(4):53-56
2. Arora V, Gangireddy S, Mehrotra A, Ginde R, Tormey M, Meltzer D. Ability of hospitalized patients to identify their in-hospital physicians [letter]. *Arch Intern Med* 2009;169(2):199-201
3. Dudas RA, Lemerman H, Barone M, Serwint JR. PHACES (Photographs of Academic Clinicians and Their Educational Status): a tool to improve delivery of family-centered care. *Acad Pediatr*. 2010 Mar-Apr;10(2):138-45. doi: 10.1016/j.acap.2009.12.006. PMID: 20206913.



# Thank you!